



**STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
JUVENILE REHABILITATION ADMINISTRATION**

CLIENT SERVICE REQUEST FOR PROPOSALS

RFP #0613-0235

FOR

**Mental Health Services
Family Integrated Transitions**

August 14, 2006

RFP Coordinator:
Anita E. Ahumada,

Tel: (360) 664-6079
Fax: (360) 664-6184

1. Scope of this Request For Proposals

- a. The Juvenile Rehabilitation Administration (JRA) of the Department of Social and Health Services (DSHS) of Washington State seek written responses (proposals) to this Request for Proposals (RFP) from organizations who are interested in becoming qualified or are qualified to provide Family Integrated Transitions (FIT), as described in this RFP and its attachments.
- b. Family Integrated Transitions will be provided to youth and families referred by the JRA. Youth will be identified as eligible for the program if they have a co-occurring disorder of mental health and chemical abuse or dependency and are returning to reside with family in Pierce/Kitsap or Thurston, Mason, Lewis, and Grays Harbor counties. The program will be delivered to the youth and families in their home, community, and JRA residential facility.
- c. ***To apply, you must submit a written response or “proposal” to this Request for Proposals and you must comply with all requirements contained herein.***
- d. The terms “Solicitation”, “Solicitation document”, and RFP, are used in this document to refer to this *Request for Proposals*. (See Section 13, "Definitions," for the meaning of various terms used in this Request.)

2. Introduction

- a. The Juvenile Rehabilitation Administration is interested in promoting the implementation of evidence-based practice for services delivered to youth and families. This solicitation results from the JRA's ongoing commitment to continue the use of Family Integrated Transitions with youth and families served by the JRA. In 2000, the Washington State Legislature established a treatment-oriented pilot program to transition juvenile offenders who experience co-occurring disorders of mental illness and chemical dependency back into their community. Because there was no existing model for this population, the specific approach adopted by the JRA, called the Family Integrated Transitions (FIT) program, was designed and implemented by Eric Trupin, Ph.D. and David Stewart, Ph.D. from the University of Washington's Division of Public Behavioral Health and Justice Policy. To meet the needs of these high-risk youth, several evidence-based programs were combined. **See attached Exhibit A: Family Integrated Transitions (FIT) Overview, for a more detailed explanation of the program.**
- b. The purpose of FIT is to successfully transition juvenile offenders who experience co-occurring disorders of mental illness and chemical dependency to their family and home community. The objective is to create behavior change in the youth and change in the youth's environment to reduce felony recidivism by building on the strengths of the family, peers, school, neighborhood, and other supports.
- c. The selected bidder will participate and comply with expectations set by the model developers from the University of Washington, which primarily include therapist adherence to MST adherence measures. **See attached Exhibit B, FIT Quality Assurance and Improvement System.**
- d. The JRA will define methods for measuring outcomes, including, but not limited to evaluation of the intervention by the Washington State Institute for Public Policy.

3. Eligibility for this Request

You must meet the following requirements to be eligible to submit a proposal to this Request. If your proposal does not meet all eligibility requirements for this Request, DSHS may consider your proposal non-responsive and withdraw it from consideration at any time.

a. Minimum Qualifications

- (1) Organizations must have the ability to deliver services in either:
 - (a) Pierce and Kitsap counties (JRA Region 5); **or**
 - (b) Thurston, Mason, Lewis, and Grays Harbor counties (JRA Region 6).
- (2) Individual therapists must have a bachelor's or graduate degree in social work, psychology, or a closely related field, and one year of experience working with adolescents and their families.
- (3) Individual therapists must be able to meet with families weeknights and weekends, travel to JRA facilities, and provide services in the home and community.
- (4) The clinical supervisor of the FIT therapists must be a licensed mental health professional with the state of Washington.

b. Required Licenses

You must be licensed, or authorized, to do business in the state of Washington in order to contract with DSHS.

For information on a Washington business license, contact:

Washington State Department of Licensing
Business License Services
PO Box 9034
Olympia, Washington 99507-9034
Telephone: 360-664-1400
www.dol.wa.gov

c. Restrictions for Current or Former State Employees

RCW 42.52 and DSHS policy restrict DSHS' ability to contract with current or former state employees or with their employers.

*If you are a current or former state employee, **or** if any of your employees (or contracted staff), members, partners, officers, or directors is a current or former state employee, you must review RCW 42.52, Ethics in Public Service, or seek legal advice to determine whether you can contract with DSHS.*

If DSHS cannot contract with you under RCW 42.52, then you are not eligible to submit a proposal in response to this Request.

Note: If you cannot determine whether or not this section applies to you, you may contact the RFP Coordinator identified below, and/or you may still submit a proposal, and if you are selected, DSHS will determine prior to contracting whether you are ineligible under RCW 42.52.

4. Family Integrated Transitions (FIT) Services

a. Services to be Provided

The selected bidder will provide Family Integrated Transitions (FIT) to youth and families referred by the JRA, in accordance with the FIT model, which shall include but is not limited to:

- (1) Attending FIT initial 4-5-Day Training, provided by the University of Washington and the JRA.
- (2) Following General Precepts/Practice/Assessment practices contained in FIT initial 4-5-Day Training.
- (3) Following Clinical Guidance as supplied by:
 - (a) University of Washington, School of Medicine Department of Psychiatry & Behavioral Sciences Division of Public Behavioral Health & Justice Policy FIT clinical consultants.
 - (b) The FIT Quality Assurance and Improvement System (Exhibit B).
- (4) Submitting weekly reports to the JRA as defined by the JRA or the FIT model developers. In addition, the Contractor shall submit monthly treatment reports to the JRA and a final report on forms provided by the JRA.
- (5) Sharing all pertinent information about youth and families who participate in FIT, with the JRA FIT coordinator, residential case manager, and parole counselor, to insure effective care. Pertinent information includes treatment progress and other areas impacting safety and recidivism. The Contractor shall safeguard electronic and hard copy client information.

b. Staffing Requirements

- (1) The bidder selected must have the capacity to regularly carry 8 - 18 FIT cases at a time with 2 or 3 full-time therapists (see chart in section 4.6). It is expected that carrying a small caseload of 4-6 FIT cases will be considered an equivalent to full-time employment (i.e. a Full Time Equivalent therapist). To be consistent with the FIT model, Contractor will be expected to not exceed full-time employment (i.e. a FIT therapist carrying 6 cases will be expected to not engage in any additional paid clinical services). Staffing requirements are based on the FIT model.
- (2) The successful bidder must have a .5 FTE licensed clinical supervisor.
- (3) The whole FIT team must participate in weekly supervision and clinical consultation, monthly training, and ongoing quality assurance provided by the University of Washington.
- (4) At this time Pierce and Kitsap counties have enough referrals to sustain a team of 2 therapists. Various combinations of counties in the JRA Region 6 (including Thurston, Mason, Lewis, and Grays Harbor) could potentially support between 2 and 3 therapists depending on which counties are selected by the bidder and JRA funding capacity.

5. Contracts to be issued as a result of this Request

- a. Due to current funding limitations, DSHS intends to award **one** contract to serve youth in **either**:
 - (1) Pierce and Kitsap counties (JRA Region 5); **OR**
 - (2) Thurston, Lewis, Mason, and Grays Harbor counties (JRA Region 6).
- b. The contract will be awarded to the most qualified bidder in accordance with the capacity identified below and funding available in the JRA. Bidders must identify which counties they intend to cover and how many therapists will they have available.
- c. The successful bidder must be able to provide services in one of the following two areas:
 - (1) Pierce and Kitsap counties OR;
 - (2) Thurston, Lewis, Mason, and Grays Harbor counties (or a combination of two or three of the counties, provided that Thurston is one of them).

Area	Capacity in FIT Full-Time Equivalent
Pierce and Kitsap Counties	2
Thurston County	1
Lewis County	0.5
Mason County	0.5
Grays Harbor	1

- d. DSHS will negotiate with the successful bidder regarding the specific wording of the Statement of Work for any contract awarded, based on the requirements of this Request and the terms of the successful bidder's proposal.
- e. Any and all contracts awarded shall be contingent upon the availability of funding.

6. Term of Contract

Any contract awarded will be for the period from January 1, 2007 until June 30, 2007 and will allow an extension at the discretion of DSHS provided that the contractor has performed satisfactorily under the contract. The funding for the program will continue after July 1, 2007

7. Rates

The estimated rate the contractor shall be paid:

- a. For a FIT team of 2 therapists and a .5 clinical supervisor: \$16,059/mo. (\$96,354/ 6 mos.)
- b. For a FIT team of 3 therapists and a .5 clinical supervisor: \$21,412/mo. (\$128,476/ 6 mos.)

- c. Calculations include mileage, salary, benefits, administrative fees, etc. for the therapists, and PT clinical supervisor.

8. Request Process

Following is information on the schedule for conducting this RFP, how to communicate with DSHS about this RFP, and how to ask questions before preparing and submitting a proposal in response to this RFP.

a. Schedule for Responding to this Request

<u>Event</u>	<u>Date</u>
Issue Request	On or about August 14, 2006
Questions from Bidders Due	August 28, 2006
DSHS Answers to Bidders' Questions	September 4, 2006
Proposals Due	October 6, 2006
Evaluate Proposals	October 9 - 13, 2006
Announce Apparently Successful Bidder	November 1, 2006
Contract Start Date	January 1, 2007
Training anticipated to be provided	January 8 thru January 12, 2007

DSHS reserves the right to revise this schedule. It is the responsibility of prospective bidders to monitor the web site for updates.

b. How to Communicate with DSHS

- (1) The RFP Coordinator is the only point of contact within DSHS for this Request for Proposals. You must direct all communications to the RFP Coordinator, as follows:

Anita E. Ahumada
RFP # 0163-0235
Department of Social and Health Services
Central Contracts Services
PO Box 45811
Olympia, Washington 98504-5811

Telephone: (360) 664-6079
Fax: (360) 664-6184
AhumaAE@dshs.a.gov

- (2) **Note:** DSHS *may disqualify your proposal* if you communicate with any person in DSHS other than the RFP Coordinator, or designee. The purpose of this requirement is to ensure fairness to all bidders and to afford them the same opportunity of participation.

- (3) You should rely only on written statements or amendments to this RFP issued by the RFP Coordinator. Any written statements or amendments to provide further information will be provided to all bidders who have requested a copy of the RFP.

c. **Submitting Questions by Email, Fax, Mail**

You may use email (preferred) or facsimile communication ("fax") to submit any questions you have, and any other documents described in this RFP except your proposal.

Do not send your proposal or any portion or attachments of your proposal by email or fax. The method for submitting your proposal is explained in section 10 of this RFP.

d. **When to Contact the Solicitation Coordinator**

You may contact the RFP Coordinator at any time by email or fax if you have a question on your eligibility to bid, on the procedural requirements for this RFP, or on any instructions contained in the Request document or in an exhibit. The Request Coordinator will route all questions to their appropriate source for response. The answers will be posted to the Procurement Web site as an Amendment to the RFP.

e. **How to Ask Questions about this RFP**

You must send any questions to the RFP Coordinator so they are *received* no later than **August 28, 2006**. Your questions must be in writing, with a clearly identifiable heading that references **RFP No. 0613-0235**. You may email, fax or mail your questions. The RFP Coordinator will ensure that answers to all questions will be posted to the Procurement's Web site as an amendment to the RFP.

DSHS will answer only bidders' questions received by this due date.

9. Preparation of Proposal

a. **Format of Proposal**

- (1) Use standard 8.5" x 11" white paper.
- (2) Use a font not less than 12 point.
- (3) Identify your proposal (and each copy) by including on the front cover:

- ◆ *Proposal to RFP #0613-0235*
- ◆ *For Mental Health, Family Integrated Transition services, and*
- ◆ *Bidder's Name (or company's name).*

- (4) Include your name on all attachments to your proposal.

b. **Contents of Proposal**

Your proposal must include the following:

(1) **Letter of Submittal**

Your Letter of Submittal must contain:

- (a) Name of your contact person for this RFP.

- (b) A detailed list of all materials, enclosures and attachments included in your proposal.
- (c) A list of all RFP amendments you obtained, listed in order by amendment number and date. (If you obtained no amendments, please include a statement that you obtained none.)
- (d) Signature of authorized Bidder representative.

(2) Questionnaire and Qualifications (Exhibit C)

- (a) Include your written responses to the questions in the *Questionnaire and Qualifications* (Exhibit C).
- (b) Follow specific instructions contained in Exhibit C.
- (c) Use the same numbering for your responses that is used for each question. It is not necessary to restate each question in your response.
- (d) Limit all responses to one page per question.

(3) Bidder Information Form (Exhibit D)

Complete and sign the Bidder Information form (Exhibit D), and include any attachments as required.

(4) Separate by Tabs

Separate Letter of Submittal, response to Questionnaire and Qualifications (Exhibit C) and Bidder Information Form (Exhibit D) by tabs, and label each tab to identify each item.

c. Number of Copies of Proposal

- (1) You must submit one (1) original and five (5) identical copies of your proposal. The original proposal and each copy of the proposal must be submitted in *separate, securely assembled binders*.
- (2) Identify the original proposal; the RFP Coordinator will retain the binder identified as the original proposal. The copies are for the evaluators who will review, evaluate, and score your proposal.
- (3) You may use three-ring binders for the “separate, securely assembled binders” that are required for the original and each copy of the proposal. You may also have the original and each copy bound commercially, such as by plastic or metal spiral binding, by flexible metal fasteners, by binding tape, or otherwise, provided that the original and each copy of your proposal is securely bound.
- (4) The purpose of this requirement is to ensure that pages of your proposal do not become separated in transit or after receipt as it has occurred in the past. It is critical that each evaluator receive a complete copy of your proposal to review.
- (5) Note: Do not use staples, “binder clips,” or plastic “slip-on” pressure clips to assemble the individual copies of your proposal, as the pages may become separated. DSHS may disqualify your proposal if copies are bound by staples, paper-clips, binder clips, rubber bands, or other easily removed object. DSHS may also disqualify your proposal if either the original or any copies are submitted completely unbound, in the form of loose pages.

d. **How to Identify Proprietary Information**

Include a statement on the title page of your proposal identifying each page of your proposal which contains any proprietary information. You must also print the word "Proprietary" on the lower right hand corner of each page which contains any proprietary information. You may not mark your entire proposal as proprietary.

If DSHS receives a request to view or copy your proposal, DSHS will respond according to applicable law and DSHS policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in your proposal. DSHS will notify you of the request for disclosure and will give you ten (10) days notice for you to seek a court order preventing disclosure.

10. Submittal of Proposal

Your proposal must be received by the RFP Coordinator by **October 6, 2006**. You should allow sufficient mail or delivery time for your proposal to arrive by the due date. You assume all risk for the method of delivery and for any delay in the mailing or delivery of your proposal. Use the mailing address or hand delivery address provided below and at the beginning of this Solicitation on page 1.

DSHS may disqualify your proposal and withdraw it from consideration if the proposal is received after the deadline. DSHS will not accept any proposal submitted by fax or e-mail.

a. **Mailing of Proposal**

If you mail your proposal, the mailing address is:

Department of Social and Health Services
Central Contracts Services
Attention: Anita Ahumada RFP Coordinator
(RFP #0613-0235)
PO Box 45811
Olympia, Washington 98504-5811

Note: This is the only address the U.S. Post Office will use to deliver your proposal. The Post Office will not deliver your proposal to the physical delivery address listed immediately below.

b. **Hand Delivery of Proposal**

If you hand deliver your proposal, either yourself or by a delivery service, the delivery address is:

Department of Social and Health Services
Central Contracts Services
Attention: Anita Ahumada , RFP Coordinator (**RFP #0613-0235**)
4500 – 10th Avenue
Lacey, Washington 98503

Note: The U.S. Post Office will not deliver your proposal to this state government address. The Post Office will either return your proposal to you or forward it to the 98504 zip code for Consolidated Mail Services for all state government offices in Olympia-Lacey-Tumwater.

If you use a delivery service and not the post office box address, be certain to use the above street address for delivery of your proposal. If you are delivering the proposal yourself, you may call the following numbers for directions to the Central Contracts Services office:

Administrative Services Receptionist:	(360) 664-6157
RFP Coordinator:	(360) 664-6079

11. Evaluation Procedure

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this Procurement and any amendments issued. The evaluation of proposals shall be accomplished by an evaluation team to be designated by DSHS which will be responsible for the review, evaluation and scoring of Bidders' proposals. DSHS may contact references for bidders who obtain top-scoring proposals.

DSHS may also consider past or current performance of any DSHS contracts by a bidder, and any experience of the program or DSHS in working with a bidder under any past or current contract with DSHS.

a. Proposal Evaluation

Each proposal will first be screened to determine if the Bidder has complied with appropriate administrative requirements and submittal instructions. If your proposal does not meet all administrative requirements for this RFP, DSHS may consider your proposal non-responsive and withdraw it from consideration at any time. Evaluators will score all responsive proposals and award points up to the maximum points available for each question.

b. Evaluation Criteria

Evaluators will apply the following criteria in evaluating and scoring your proposal, including any oral presentation:

- (1) Your capability to provide services for the youth and families described in the RFP;
- (2) Your relevant experience as an agency/provider;
- (3) Staff qualifications and experience;
- (4) Extent of qualifications beyond required minimum qualifications;
- (5) Ability to provide services to culturally diverse, special needs, and/or low income populations.

c. **Scoring of Proposals**

The maximum number of evaluation points available for the written proposal is 75. The maximum number of evaluation points available for oral interviews is 25 points. The maximum score for references is 15 points. Cost specifications will score a maximum of 20 points. The Administrative Requirements section is evaluated on a pass/fail basis. The following weighting and points will be assigned to the proposal for evaluation purposes:

(1) **WRITTEN PROPOSAL:**

Direct services currently provided	10 points
Experience in research based clinical models	5 points
Working with JRA and juvenile justice system	5 points
Implementation of FIT	45 points
Total for Written Proposal	65 points

(2) **ORAL EVALUATION: (Top-scoring proposals only)** **25 points**

(3) **REFERENCES: (Top-scoring proposals only)** **15 points**

(4) **COST SPECIFICATIONS:** **20 points**

Grand Total	125 Points
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The Cost section will not be evaluated by the evaluating panel. It will be calculated according to the following equation:

Lowest Bidder's Cost
_____ X 25 points = Cost Score

Evaluated Bidder's Cost

(Dividing the lowest bidder's cost by the bidder's cost who's being evaluated, and multiplied by 25 points.)

12. Selection of Apparently Successful Bidder

DSHS will notify all bidders in writing (by letter, e-mail, or fax) on or about **November 1, 2006** of the selection of the Apparently Successful Bidder. All bidders who have submitted proposals will be notified as soon as possible once the selection of the Apparently Successful Bidder has been determined.

13. **Successful Bidder Contract with DSHS**

- a. If you are an apparently successful bidder, you will be expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed.
- b. If you fail or refuse to sign the contract or any subsequent amendment within ten (10) business days of delivery to you, DSHS may cancel your selection as an apparently successful bidder and may award the contract or amendment to the bidder ranked next in order, based on the final proposal scores for all bidders, and based on staff and/or management review under Section 8.7 above.
- c. DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this Solicitation and the terms of your proposal.
- d. Any subcontracts with other agencies/providers that may be necessary to perform the contract shall be subject to the prior written approval of DSHS.

14. **Insurance Requirements**

For the term of any contract awarded, the contractor shall be required to purchase and maintain, at the contractor's expense, general commercial liability, professional liability and/or other insurance, as follows:

a. **General Liability Insurance**

Commercial General Liability Insurance, or Business Liability Insurance, including coverage for bodily injury, property damage, and contractual liability, with the following minimum limits: Each Occurrence - \$1,000,000; General Aggregate - \$2,000,000.

The policy shall include liability arising out of premises, operations, independent contractors, products-completed operations, personal injury, advertising injury, and liability assumed under an insured contract. The State of Washington, Department of Social & Health Services (DSHS), and elected and appointed officials, agents, and employees of the state, shall be named as additional insureds.

b. **Professional Liability Insurance (PL)**

If professional services are provided, Professional Liability Insurance or Errors & Omissions insurance, including coverage for losses caused by errors and omissions, with the following minimum limits: Each Occurrence - \$1,000,000; Aggregate - \$2,000,000.

c. **Worker's Compensation**

The Contractor shall comply with all applicable Worker's Compensation, occupational disease, and occupational health and safety laws and regulations. The State of Washington and DSHS shall not be held responsible for claims filed for Worker's Compensation under RCW 51 by the Contractor or its employees under such laws and regulations.

d. **Employees and Volunteers**

Insurance required of the Contractor under the Contract shall include coverage for the acts and omissions of the Contractor's employees and volunteers. In addition, the Contractor shall ensure that all employees and volunteers who use vehicles to transport clients or deliver services have personal automobile insurance and current driver's licenses.

e. **Subcontractors**

The Contractor shall ensure that all subcontractors have and maintain insurance with the same types and limits of coverage as required of the Contractor under the Contract.

15. General Information

a. **RFP Amendments**

DSHS may, at any time before execution of a contract, amend all or any portion of this RFP. DSHS will mail any Solicitation amendments to you. If there is any conflict between amendments or between an amendment and the RFP, whichever document was issued last in time shall be controlling.

b. **Retraction of This RFP**

DSHS and the State of Washington are not obligated to contract for the services specified in this RFP. DSHS reserves the right to retract this RFP in whole, or in part, and at any time without penalty.

c. **Rejection of All Proposals**

DSHS may decide not to award any contract(s) under this RFP by rejecting any and all proposals, at any time.

d. **Non-responsive Proposals**

DSHS may reject your proposal as non-responsive and return it to you for any of the following reasons:

- Incomplete proposal;
- Submission of alternative proposals;
- Failure to comply with any part of this RFP; or
- Submission of incorrect, misleading, or false information.

e. **Minor Irregularities**

DSHS may waive minor irregularities related to any proposal.

f. **Cost of Proposal Preparation**

DSHS will not reimburse you for the costs associated with preparing and/or presenting any proposal for this RFP.

g. **Failure to Comply**

If you fail to comply with any portion of this RFP or any exhibit to this RFP, including instructions, DSHS may reject or withdraw your proposal at any time as non-responsive.

h. **Joint Proposals**

If you submitted a joint proposal, with one or more bidders, and your proposal is designated as the apparently successful proposal, DSHS may designate you or one of the other bidders as the prime bidder and as the apparently successful bidder. The prime bidder will be DSHS' sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

16. Definitions

The following terms which appear in this document have the meaning that is defined, for the purposes of this RFP:

- a. Apparently Successful Bidder - A bidder selected as having submitted a successful proposal, based on the bidder's final proposal score and any other selection criteria. The bidder is considered an "apparently" successful bidder until a contract is finalized and executed.
- b. Bidder - An individual, organization, public or private agency, or other entity submitting a proposal in response to this RFP.
- c. Issue - To mail or otherwise release this RFP as a public document, to interested parties.
- d. Proposal - All material prepared and assembled by a bidder, and which the bidder submits in response to this RFP.
- e. RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- f. RFP – means Request For Proposal.
- g. RFP Coordinator – The person named in this Request For Proposal as the Coordinator to manage the entire bidding and response process.
- h. Solicitation - "Solicitation for Proposals;" i.e., this Solicitation document.
- i. Solicitation Coordinator - The person named in this Solicitation as the Solicitation Coordinator. The sole point of contact within DSHS regarding this Solicitation for potential bidders and other interested parties.
- j. Statement of Work - A statement of the work or services which the contractor is to perform under any contract awarded, and which is usually in the form of an exhibit attached to the contract.
- k. Submit - To deliver to the DSHS Request For Proposal (RFP) Coordinator any of several documents described in this RFP and in the manner specified in this RFP.
- l. WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
- m. You - The person, agency, or organization requesting a copy of this RFP or submitting a proposal in response to this RFP.

17. Exhibits

You should be certain that you have all attached exhibits, which are part of this Request for Proposals. Exhibits to this Solicitation are:

Exhibit A	FIT Description
Exhibit B	FIT Quality Assurance and Improvement System
Exhibit C	Questionnaire and Qualifications
Exhibit D	Bidder Information and Certification Form

Make sure that you have downloaded a complete copy of this RFP and all attached exhibits. If you have difficulty downloading a complete copy of this RFP, or if you have no access to the Internet, contact the RFP Coordinator to request a hard copy be mailed to you.